



Australian Government

AVI2001 Provide customer service on an aircraft

Release: 1

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Modification History

Release 1. This is the first release of this unit of competency in the AVI Aviation Training Package.

Application

This unit involves the skills and knowledge required to provide customer service to passengers on an aircraft.

It includes providing customer service prior to departure, advising on and using cabin features and amenities, and providing customer service during flight. It also includes providing customer service on arrival, providing support to other members of the aircraft crew, and carrying out administrative procedures.

This unit addresses aviation non-technical skill requirements (mental, social and personal-management abilities) related to customer service duties of flight crew, and contributes to safe and effective performance in complex aviation operational environments.

Operations are conducted as part of recreational, commercial and military aircraft activities across a variety of operational contexts within the Australian aviation industry.

Work is performed independently or under limited supervision within a single-pilot or multi-crew environment.

No licensing, legislative, regulatory or certification requirements are applicable to this unit at time of publication.

Use for Defence Aviation is to be in accordance with relevant Defence Orders, Instructions, Publications and Regulations.

Pre-requisite Unit

Not applicable.

Competency Field

I – Customer Service

Unit Sector

Not applicable.

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Provide customer service prior to departure

- 1.1 Passengers are met and welcomed on boarding aircraft in accordance with regulatory requirements and workplace procedures
- 1.2 Hazards are identified, risks are assessed and hazard management is implemented
- 1.3 Boarding passes are checked to confirm correct flight and seating, and passengers are directed to their seat locations in accordance with regulatory requirements and workplace procedures
- 1.4 Carry-on baggage is monitored to ensure it does not exceed allowable limits, and appropriate action is taken to remove baggage that exceeds these limits to hold stowage
- 1.5 Passengers are assisted to stow cabin baggage and personal items in accordance with regulatory requirements
- 1.6 Action is taken to ensure passengers are promptly seated with their seat belts correctly fastened in accordance with regulatory requirements
- 1.7 Passengers with specific needs are appropriately assisted
- 1.8 Passengers sitting over the wings and passengers with specific needs are given individual briefings in accordance with regulatory requirements and workplace procedures
- 1.9 Appropriate responses are made to passenger queries and requests
- 1.10 Passenger pre-departure cabin service items are offered as appropriate
- 1.11 Customer service is suspended during aircraft take-off

2 Advise on and use cabin features and amenities

- 2.1 Passengers are advised about relevant features and amenities available including those available for passengers with specific needs
- 2.2 Cabin equipment and amenities are used in accordance with regulatory requirements and workplace procedures

- 2.3 Cabin equipment and amenities are correctly stowed after use in accordance with regulatory requirements and workplace procedures
- 3 Provide customer service during flight**
- 3.1 Toilets and facilities are periodically checked and serviced to ensure they meet workplace standards and are adequately stocked with relevant resources
- 3.2 Passenger safety, security and comfort needs are anticipated, and appropriate action is taken and responses are made
- 3.3 Aircraft cabin is patrolled to confirm passenger safety and comfort needs are being adequately satisfied in accordance with regulatory requirements and workplace procedures
- 4 Provide customer service on arrival**
- 4.1 Passengers are assisted in accessing baggage and personal items as required
- 4.2 Advice is provided on local time and weather conditions as required
- 4.3 Appropriate information is provided about terminal facilities and transport options
- 4.4 Passengers with specific needs are assisted as required in accordance with workplace procedures and regulatory requirements
- 4.5 Passengers are farewelled courteously in accordance with workplace procedures
- 4.6 Passengers are guided to appropriate exit
- 5 Provide support to other members of aircraft crew**
- 5.1 Appropriate assistance is provided to other cabin crew team members in accordance with workplace procedures
- 5.2 Other crew members are advised of variations to workplace procedures
- 5.3 Meals and refreshments are served to flight crew in accordance with workplace procedures and flight schedule
- 6 Carry out administrative procedures**
- 6.1 Workplace administrative procedures are identified and interpreted
- 6.2 Administrative procedures are implemented in accordance with workplace and regulatory requirements
- 6.3 All required aircraft documentation/data capture is completed

in accordance with workplace requirements

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Relevant features and amenities must include one or more of the following:

- audiovisual equipment
- cabin crew alert buttons
- equipment for use with babies
- in-flight entertainment resources such as in-seat videos
- movie screens
- overhead lockers
- seat controls and adjustments
- telephone
- toilets
- wheelchairs and equipment for aiding passengers with specific needs

Unit Mapping Information

This unit replaces and is equivalent to AVII2001B Provide customer service on an aircraft.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.education.gov.au/Pages/TrainingDocs.aspx?q=4725260a-0af3-4daf-912b-ef1c2f3e5816>